

HCSIS Alert!

Department of
Mental
Retardation

The Northeast Pilot is now completed. Find some of the statistics from the Pilot below, in the Pilot section of the Alert. The CentralWest Region is preparing for its go-live date of 5/1/06. DMR is pointing additional resources to ready Southeast and Metro. Facilities are in the midst of training for their respective go-live dates for combined Meditech and HCSIS roll-outs.

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with questions.

PILOT NEWS:

After a four week Pilot of the HCSIS system, here are some of the findings from the Northeast:

- ◇ 511 Incidents were reported
- ◇ 54 MORs were reported
- ◇ 71 Restraints were reported
- ◇ 64 Health Care Records were created
- ◇ There were 985 users in the HCSIS Pilot
- ◇ 418 users have logged into HCSIS
- ◇ The highest number of users logged in simultaneously was 68 (on both 3/29 and 3/31)
- ◇ As of 4/4 in HCSIS, there were:
 - 455 Incidents
 - 18 were classified as Site Level Incidents (affecting more than one individual at a Site)
 - 150 were classified as "Other"
 - 86 were classified as "Unplanned Hospital Visit"
 - 70 were classified as "Assault"

See users' comments and impression about HCSIS and the process on page 2.

VIRTUAL GATEWAY: Important Notice about the Virtual Gateway Login Page

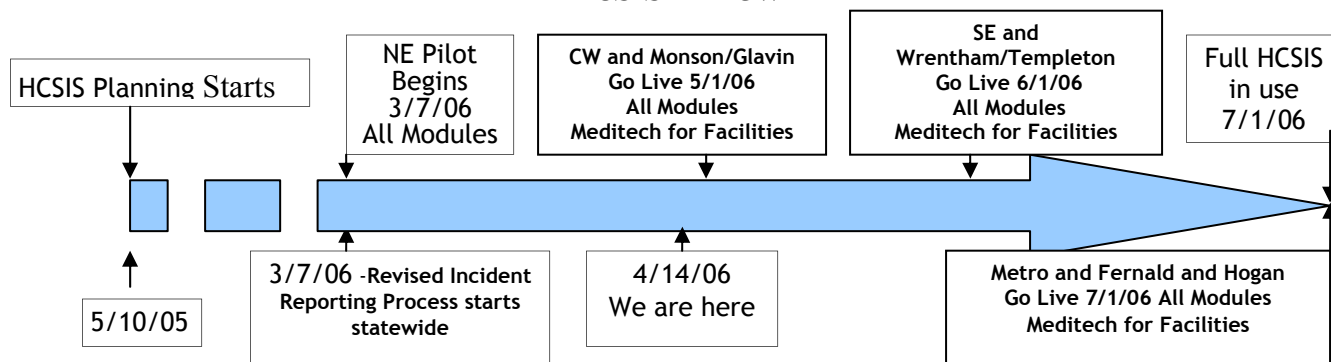
The internet address of the Virtual Gateway Login page has changed. Please follow these steps to save ("bookmark") the new address in your Internet Explorer Favorites list:

1. Click the new link: <https://gateway.hhs.state.ma.us/portal/dt>
<<https://gateway.hhs.state.ma.us/portal/dt>>
2. In the toolbar at the top of the screen, go to Favorites > Add to Favorites...
3. Click OK

The new internet address for the Virtual Gateway is now saved to your Favorites.

Virtual Gateway Help Desk 1-800-421-0938

HCSIS ARROW



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ABOUT HCSIS FROM THE NORTHEAST:

Service Coordinator Supervisor: "Easy to use. Easy to get into & follow."

See more below...

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GENERAL SYSTEMS DESIGN: A HCSIS General Systems Design Team is convening to consider the many suggested and necessary changes that have been proposed to the business processes that were implemented in the Northeast as a part of the Pilot. The meeting is taking place on April 13 and the changes are expected to be in place for the 5/1/06 go-live date for CentralWest. Some of the issues to be addressed include:

- Incident Management
 - Refine incident categories
 - Develop examples for incident categories
 - Guidance on threshold for Incident Reports
 - Guidance on when to elevate a Minor Incident
 - Clarification for specific questions
 - Clarification of the process if two or more agencies are involved with an Incident
- Restraints
 - Treatment vs. Emergency Restraint

TRAINING: Based on the experience in the Northeast, additional training materials are being developed. Quick Reference Guides, Printable versions of the Computer-Based Training Materials, Training to Manage Alerts, and Training on Business Changes will be addressed over the next few weeks to be made available for subsequent roll-outs.

QUOTES FROM THE NORTHEAST: Here are some impressions from the Pilot Region after the HCSIS Pilot.

- ◇ Service Coordinator Supervisor: "The fact that I'm in the loop quickly on incidents. Prior to HCSIS I rarely saw incident reports at all. I like the reports as a research tool."
- ◇ AO Management: "Very useful information generated that we never had access to before."
- ◇ Executive Director: "Very responsive people in each area office."
- ◇ Executive Director, Small Agency: "I like the helpful attitude and accessibility of all involved. Process Management Screens - I think this will be a wonderful system as we move forward."
- ◇ Service Coordinator: "Allows for instant notification of incidents."
- ◇ Service Coordinator Supervisor: "Like being able to view collected data as an office. All know what is going on (to be proactive)."

REMEMBER:

1. Share this Alert! with other people in your organization
2. Call Hans (617) 624-7781 or email at Hans.H.Toegel@state.ma.us with questions